# CAPPS FIN Service Requests (SRs) Report Date of Report: 09/01/2019

### Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module				
Accounts Payable		159				
Accounts Receivable		8				
Asset Management		39				
Cash Receipts		34				
Configuration		3				
<b>Customer Contracts</b>		3				
ePro		27				
General Ledger		51				
Interfaces	Assessment	5				
	Assigned	14				
	Awaiting Customer	6				
	In Development	1				
	In Work	8				
	Pending Prod Approval	3				
	System Test	1				
Interfaces		38				
Inventory		9				
Not Applicable		116				
PeopleTools		5				
Project Costing		1				
Purchase Orders	Acceptance Testing	1				
	Assessment	4				
	Assigned	16				
	Awaiting Customer	38				
	In Development	3				
	In Work	45				
	Pending Prod Approval	7				
	System Test	3				
Purchase Orders		117				
Reports		72				
Security		70				
Strategic Sourcing		2				
Supplier Contracts		2				
Training		7				
Workflow		16				
Grand Total		779				

### Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module				
Acceptance Testing	15				
Assessment	32				
Assigned	249				
Awaiting Customer	178				
In Development	21				
In Work	207				
Pending Prod Approval	50				
Rework	12				
System Test	15				
Grand Total	779				

#### Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module		
Critical	Not Applicable	1		
Critical		1		
High	Accounts Payable	61		
	Accounts Receivable	3		
	Asset Management	7		
	Cash Receipts	9		
	ePro	16		
	General Ledger	17		
	Interfaces	18		
	Inventory	3		
	Not Applicable	56		
	PeopleTools	1		
	Purchase Orders	34		
	Reports	27		
	Security	13		
	Strategic Sourcing	1		
	Supplier Contracts	1		
	Workflow	3		
High		270		
Medium		344		
Low		164		
<b>Grand Total</b>		779		

### Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status				
Acceptance Testing	6				
Assessment	9				
Assigned	115				
Awaiting Customer	43				
In Development	8				
In Work	73				
Pending Prod Approval	12				
Rework	2				
System Test	2				
Grand Total	270				

### All SRs by Status

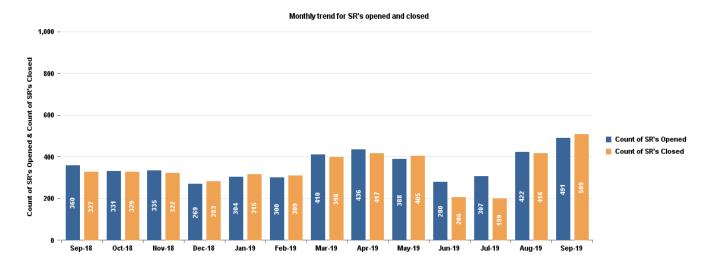
(Includes Closed, Completed after 09/01/19)

Status	Count of Status				
Acceptance Testing	15				
Assessment	32				
Assigned	249				
Awaiting Customer	178				
Closed	60				
Completed	449				
Governance	1				
Hold	16				
In Development	21				
In Work	207				
Pending Prod Approval	50				
Rework	12				
System Test	15				
<b>Grand Total</b>	1305				

## CAPPS HR/Payroll Trend Report – Service Requests

#### September 2018 – September 2019

Status	SEP	ОСТ	NOT	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Annual Totals
Opened	360	331	335	269	304	300	410	436	388	280	307	422	491	4633
Closed	327	329	322	283	315	309	398	417	405	206	199	416	509	4435



Month-Year